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**cool  
blue**

# **Coolblue extended warranty**

## Coolblue extended warranty

**In order to provide you with security for as long as possible, Coolblue offers you extended warranty at an additional charge. The extended warranty is limited in time.**

We, Coolblue GmbH, are your guarantor in the event of damage.

The extended warranty applies in addition to the statutory rights you're already entitled to. Using the legal provisions is of no cost to you, of course. You'll receive your extended warranty documents via email. Please store them in a safe place.

## The conditions

The extended warranty includes the defects due to manufacturing and material defects within the warranty period of the delivered product. This excludes special accessories or freebies. Coolblue reserves the right to decide whether we'll exchange your product in whole or in part for an equivalent product or parts, or whether we'll repair your product. If a repair or exchange is not possible for economic or other reasons, e.g.: item is no longer in production or spare parts are no longer available to order, we will pay compensation in the form of Coolblue Credit to your customer account. The decision is at the discretion of Coolblue. Simply return the product and we'll pay you the Coolblue Credit up to the amount of the purchase price. In cases where the cause of the defect in the item is your own responsibility, you will be charged for the cost of the inspection. An inspection fee of 39.99 euros will be charged. After you've claimed your extended warranty, this will expire. Your warranty extension doesn't apply in the following cases:

- Self-inflicted damage caused by improper handling,
- You tried to repair the product yourself or have modified it in any other way,
- You've not followed the operating instructions or care instructions,
- Normal wear and tear,
- Software bugs,
- Consumable materials, rechargeable batteries, batteries, lamps, accessories, and software errors,
- Causes beyond your control or other environmental influences,
- Consequential damage.

Large appliances such as fridges and washing machines can be repaired at your home. You're required to send in small appliances like electric shavers or take them to a Coolblue store.

If you have any questions about damage and/or the Coolblue extended warranty, our customer service is happy to help you. You can call our customer service via 0211 819 735 55 or send an email to [kundendienst@coolblue.de](mailto:kundendienst@coolblue.de)

Keep in mind that damage must be reported to Coolblue customer service within 14 days.

The extended warranty applies exclusively to private use. The extended warranty is limited to the Federal Republic of Germany. The extended warranty is subject to German law.

## Withdrawal

We offer more than the legal 14 days. With the Coolblue extended warranty, you can withdraw from the warranty contract within 30 days of purchase with a full refund of the purchase price. Keep in mind that a refund isn't possible after the extended warranty has already been claimed. The extended warranty expires automatically if you return the original item the extended warranty applies to.

Guarantor:  
Coolblue GmbH  
Bonner Str. 203h  
40589 Dusseldorf